# QUICK START MANUAL



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# Minimum System Requirements

EverQuest® Evolution™
Windows® 2000/ME/XP
Pentium® 2 400 equivalent processor or greater
256 MB RAM
ATI Radeon 7500/NVidia GeForce 1 equivalent or greater
DirectX compatible audio device
28.8k+ Internet connection
500 MB hard drive space
DVD-ROM
DirectX 9.0c

EverQuest® II
Windows 2000/ME/XP
Pentium III 1GHz or greater processor
512 MB RAM
DirectX 9 compatible graphics card with pixel shader
and vertex shader compatible hardware and 64 MB
of texture memory
DirectSound compatible audio device
56k Internet Connection
DVD-ROM
7 GB Hard Drive Space

The Matrix Online™
Windows 2000/ME/XP
512 MB RAM
Programmable Shader (Radeon 8xxx, 9xxx and above, GeForce 3Ti, 4Ti and above) DirectX 9 compatible card with 64 MB VRAM
PC with 1.4 gHz CPU
DirectX9 compatible sound card
7 GB available HDD space
ATA100/DMA or faster HD
56.6k Internet connection
DVD-ROM Keyboard and mouse

PlanetSide® Aftershock
Windows 2000/ME/XP
Pentium III 1.0 GHz or greater processor
256 MB RAM
GeForce2 class video card with 64mb video RAM or greater
DirectX 8.1 or higher compatible audio device
56k Internet connection
DVD-ROM
3.2 GB free hard drive space

Star Wars Galaxies®: Starter Kit
Windows 2000/ME/XP
Intel P3 1 GHz or AMD Athlon 1 GHz
512 MB RAM
32 MB 3D graphics card with hardware transform and
lighting (T&L) capability
DirectX 9.0c compatible audio device
56.6k Internet connection
DVD-ROM
2.14 GB of free hard drive space

# Introduction

Thank you for purchasing The Station Access™ Collection. You now have the best massively multiplayer games from Sony Online Entertainment all in one package. This guide will help you install the massively multiplayer online titles included in this package.

First, please check that your system meets the Minimum System Requirements for the game(s) you would like to install and play. Your system must meet these requirements for the game to function properly.

# Installing the Games

Follow these steps to install the game titles of your choice:

- 1. Insert "The Station Access Collection Disc 1" into your DVD-ROM drive. If the disc does not automatically play, open My Computer and double-click on your DVD-ROM drive. Double-click the "Station Access Install" icon to start the installation.
- 2. Select the games you would like to install by marking the checkboxes next to each title.
- 3. Click "Install" at the bottom of the window. Insert any additional discs when prompted.

When installation is complete, a shortcut for each title you selected will appear on your desktop.

# **Online Manuals**

For detailed gameplay instructions for each game, please visit these sites on the Web for complete downloadable manuals.

EverQuest Evolution www.everquest.com/manual

#### EverQuest II

eq2players.station.sony.com/en/support\_article.vm?label=E

#### The Matrix Online

thematrixonline.station.sony.com/game\_basics.vm

#### PlanetSide Aftershock

planetside.station.sonv.com/howto/manual\_index.jsp

#### Star Wars Galaxies: Starter Kit

starwarsgalaxies.station.sony.com/players/manual/.jsp

# **Quickstart Guides and Hotkeys**

These instructions will give you a quick guide to the controls used in each game. In order to play these games you must first establish an internet connection.

To launch a game, connect to the Internet and follow these steps:

- 1. Double-click on the game's desktop shortcut.
- 2. The game will check for updates. This will download any additional files that have been changed or added. When you do this for the first time, it is normal to download several files as these games are updated on a regular basis.
- 3. You will be prompted to log in with a Station Account. If you already have a Station Account, you may use that to log in. Otherwise, click the link to start a new account.
- 4. You will be prompted for an account key to activate the game you are playing. This key is located in the Station Access Collection packaging.
- 5. When your account is set up and your game is registered using the account key, you are ready to play!

As a brand new subscriber to each of the games included in the Station Access Collection, your first 30 days of access is included. After that trial period the standard subscription fees will apply for each game.

At the end of your trial period, consider purchasing the Station Access subscription plan, particularly if you enjoy playing more than one game. Station Access gives you access to ALL the games included in this Collection pack for one monthly subscription fee.

Visit www.station.com/stationaccess for more information on the Station Access subscription!

# EverQuest® Evolution™ Quick Start Guide

When first playing EverQuest, you will be asked to select a server on which to play. Select a server on the list, then click Play EverQuest.

Click on **Create a New Character**. Distribute points into your character's physical and mental attributes. The attributes most valuable to your character will be highlighted in green so you may choose to spend more of your allotted points on these.

You will then have the opportunity to pick a character name. It is strongly suggested that you read the EverQuest Naming Policy to choose a suitable name (eqlive.station.sony.com/support/rulesandpolicies.jsp). If you're stumped for a name, you may click **Get Name** to have a suggested name generated for you. Be aware that some of these names have been taken by other players, so you may not be able to get a generated name approved every time.

Once you have chosen a name you may be presented with an option of a starting city and deity. Make your selections and then click **Enter World** to start the game.

# EverQuest® II Quick Start Guide

Once you are logged in and the EverQuest II client has checked and downloaded updates, click the Play button to create your character.

When the main screen appears, click the Create Character button in the lower right. You will have the opportunity to select a race first, as well as gender. Click "Next" when you are done. Depending on your character race you may next have a choice of starting city: Qeynos for good aligned characters, Freeport for evil. Click "Next."

Customize the appearance of your character using the buttons and sliders, or randomly generate your character appearance using the Randomize All button. Click "Next" when satisfied.

Finally, pick a name (or click the **Get Random Name** button to have one generated for you) and a server on which to play. There are a variety of servers to choose from, and a few have special attributes:

Antonia Bayle, Lucan DLere

The Bazaar

Innovation, Valor Runnyeye, Splitpaw

Sebilis, Veksar

Storms

Roleplaying Preferred Servers Station Exchange™ Server\*

German Servers British Servers Japanese Servers French Server

 Playing on Station Exchange servers will give you access to Sony Online Entertainment's secure transaction system through which you can buy and sell in-game coins, items, and characters with other players for real-world money.

Click "Finish" when done. Your new character will then be ready. Click the "Play!" link to begin!

### Default Key Assignments

A Turn Left
D Turn Right

W Move Character Forward
S Move Character Backward

Arrow Keys Move Character
Q Strafe Left
E Strafe Right

Space Jump C Crouch X Sit/Stand

К	Knowledge
J	Quest Journa
1.	Inventory
L	Skills
M	Мар
0	Socials
γ	Community
Alt+O	Options
H	Hail
T	Tell
G	Group Say

R Reply

Esc Clear Target/Close Window

F1 Target Self

F2 - F6 Target Group Member F7 Target Nearest PC F8 Target Nearest NPC

F9 Togales between First Person

> and Third Person Auto Attack

Tah Cycle Visible Targets

Print Screen Screenshot Page Up Look Up Page Down Look Down

**UI** Toggle F10

0 - 9 Activate Hotkeys Activate Hotkey Activate Hotkey

# The Matrix Online" Quick Start Guide

Getting Started in The Matrix Online:

Step 1: Create Your Character - Once you have successfully installed the game, the first time you play The Matrix Online you will have to create a character.

Step 2: Choose Your Character Personality - There are five categories of attributes: Perception, Focus, Reason, Belief and Vitality. To balance your attributes, you can select one of ten personality profiles. Each personality profile has one attribute that is higher than the norm (11), and one that is lower (5), with the rest being average (8).

Step 3: Customize Your Residual Self Image (RSI) - Once you decide on a personality profile, you can customize the appearance of your RSI. The character pool gives you a selection of four detailed character portraits. If you don't like the four you're presented with, you can select another four. Once you've selected a character, you can customize his or her physical traits and clothing.

Step 4: Name Your Character - After you have customized your character's RSI, you get to name your character and, if you wish, define his or her background story.

Step 5: Start Exploring Mega City - Once your character is created, you will be taken to a short training simulation that covers basic movement, using objects, communication with non-player characters and combat in the Matrix. Just follow the instructions on screen and feel free to take some time to look around the city.

### **Default Key Assignments**

Movement	
Run Forward	W
Walk Forward	Shift + W
Run Backward	S
Walk Backward	Shift + S
Turn Right	D
Turn Left	Α
Strafe Right	E
Strafe Left	Q
Jump	Space
Use	Tab
Hyper Jump (requires Ability)	Ctrl + Space

Targeting	
Show Selectable Objects	V
Clear Current Target	ESC
Target Self	U
Nearest Ally	F
Next Ally	G
Previous Ally	Н

Nearest Enemy Z
Next Enemy X
Previous Enemy C
Attempt Interlock Combat
Free Attack =
Hotbar Slots 1 through 10 Number Keys 1 through 0
Open/Close UI Windows

Inventory ı Actions 0 Status P Mission N Team J Map M Crew Faction **Options** Upgrade

 Chat Controls

 Toggle Chat
 Enter

 Reply
 R

 Chat Log On/Off
 Alt + L

 Scroll Chat Up
 Ctrl + PgDn

 Scroll Chat Down
 Ctrl + PgUp

 Next Message
 Shift + Down Arrow

 Previous Message
 Shift + Up Arrow

Other Controls

Screenshot (JPG) F12

Atlas ;
Hide/Unhide Player Names Ctrl + T
Simulacra (Pet) K
Hide/Unhide UI Ctrl + U

# PlanetSide Aftershock Quick Start Guide

When you first create a character in PlanetSide, you will need to select a server to play on. Each server holds its own copy of the PlanetSide game world. When you create a character, it will only be playable on the server on which it was created. You may create up to eight characters on each PlanetSide server.

Your first choice for your character will be the Empire that your character serves. You may have characters from two of the three available Empires on each server. Choose your Empire by clicking on its logo. You will also choose a name for your character. Names may be any combination of letters or numbers up to 31 characters long. Each character's name must be unique on that server. No spaces or extended ASCII characters are permitted, however.

Next, select your character's gender and face. Finally, select your character's voice. This is what your character will sound like when sending Voice Macros. Clicking on each button will play a sample of that voice scheme.

After you have created your character, the character selection screen will show. Select your character and click Play. You will be given your choice of where you first want to appear in the world. Sanctuary is your Empire's home continent where you will be safe from the enemy while you select your certifications and gather your equipment. Instant Action will take you to a randomly selected region where your Empire is involved in heavy combat.

### **Default Key Assignments**

Arrow Keys Move Character Move Character WS Strafe Left Α Strafe Right D Autorun 0 CTRL Crouch Crouch Toggle C Jump Space

2 Use Right Back Holster 1 Use Right Hip Holster 4 Use Left Back Holster 3 Use Left Hip Holster 5 Use Knife Left Mouse Button Fire Weapon Right Mouse Button Change Fire Mode Х Change Ammunition R Reload G **Use Object** F Drop Item FSC Clear HUD Tab 3rd Person Camera Z Zoom. 1 Map Increase Range Map Decrease Range Tab Mouselook 0 Character Pane 1 Inventory P Squad Pane М Overhead Map Υ Vehicle Pane U Outfit Pane Shift + P Help N Cycle Char. Names К Infiltration Suit

# Star Wars Galaxies : Starter Kit Quick Start Guide

Hotkey Slots

F1 - F8

Step 1: Create Your Character - Once you have successfully installed the game you will choose a galaxy. The galaxy is your home base and where you will spend most of your time in-game. A recommended galaxy will be offered to you. After choosing your galaxy, you will begin creating your customized character.

Step 2: Choose Your Species - Once you have selected which galaxy you want to play in, you will have the option to select one of the ten species. After you select your

species, you will be able to choose your character's gender, ciothing, name, and appearance.

Step 3: Choose Your Profession - Now that you have your character, you will be able to choose from one of nine iconic professions. Your profession path guides your character's activities in game. You can click or each scofession for a description or short yideo overview and see what exciting abilities you will master as part of each profession.

Step 4: Welcome to the Universe - Once you've created your character, you enter the galaxy where you are Immediately greeted by C. 3PO, Han Solo and Chewbacca. Han needs your help to fend off Darth Vacer and the Imperial forces - right away you are off on your first adventure! Join Han and Chewbacca on the Millernium Falcon and you're on your way! May the Force be with you!

# Default Key Assignments

#### Ground

Movement
W. Up Arrow
S. Down Arrow
A. Lett Arrow
D. Right Arrow

Wate flace Wate flace Wate Rail Wate Right

Combat Attack

Combat Point and Click

Right-click 1 · 0 Keys • and = Keys Right-click Specials Prep Activities Bar 1:10 Prep Activities Bar 11,12 Triggered Prepped Action

Chai Enter

/tell(mame)(message)

Enter

Stact Chat

Start Private Chat-Send Chat Message Interface

Alt Free Mouse Mode (toggle)

L Light (toggle)

- Target's Radial Menu

Windows

Shift+Ctrl+H HUD Interface

C Character Sheet
Command Browser

K Datapad Esc Game Menu

I Inventory

Journal (Quests)

M Map O Options

V Planetary Map
Profession Progression

Numpad + and - Zoom in/out

Mouse Wheel Zoom in/out

Space Flight

Mouse Left/Right Turn

Up Arrow, W, = Increase Speed
Down Arrow, S, - Decrease Speed

Left Arrow, Q Roll Left
Right Arrow, E Roll Right
A, Numpad 1 Yaw Left
D, Numpad 3 Yaw Right
Home Full Power

End Full Stop

M Match Target Speed

B Engage Booster

Open/Close Wing(s)

O Open/Close Wing(s)

Numpad Rear View Camera
Numpad + and Zoom In/Out
Mouse Wheel Zoom In/Out
Right click (Hold) Free Mouse Mode

and [ Cycle Component

6	Weapon Group Window
V	Ship Component Window
H	Hyperspace Map
N	Zone Map

### Combat

"US" = | joystick button # # Add Shift to Target Previous Object of Same Type

Lett-click, JS 1 Fire Current Weapon
1 - 5 Fire Weapon Group 1-5
Right-click, JS 2 Fire Current Missile
Center-click, Delete, JS 3 Fire Countermeasure
Tab Cycle Next Possible Target
Tab, JS 6 Target Closest Enemy

Target Next Enemy Ship or Station\*
R: JS 8 Target Last Attacker

Target Next Friendly Ship or Station \*

Num Lock Target Lock

X, JS 7 Target Next Ship in Retice \*

Y Target Next Space Object \*

C Target Cap Ship or Station

I Inspect Target Esc Clear Target

# Stations

C Target Cap Ship or Station

Talk with NPC Ship or Station

Dock with Target
Leave Station, Turret, etc.

# **Technical Support**

Due to variations in today's hardware and software, please check the following before contacting Customer Service:

"Your computer meets or exceeds the game's minimum system requirements.

 You've installed the proper version of DirectX for the game and all hordware drivers (such as sound/video cards). ·You're using supported sound and video cards.

•You're properly connected to the internet through your Internet service provider.

#### Email

You may contact Sony Online Entertainment regarding technical and billing issues by visiting our SOE Support Home at help-station sony com. Click on the "Contact SOE Support" link followed by the "Contact Technical/Account/Billing Support" link

Be sure to select your game title when submitting the email. Web form. We will respond to your issue as quickly as possible; however response times may vary depending on the volume of emails received by the Customer Service Department.

### Telephone

You may contact Customer Service for felephone support Monday through Friday from 9,00 A.M. to 1:30 F.M. and 3:30 F.M. to 6:00 P.M. Pacific Time (except holidays) at (858) 537-0898. Star Will Gallixian support (858) 790-7827.

#### Standard Mail

Sony Online Entertainment Attn: [pame title] Technical Support 8928 Terman Court San Diego, CA. 92121

## On the Internet

You can find technical help online for each game at these locations

EverQuest Evolution www.everquest.com/support
EverQuest II www.everquest2.com/support
The Matrix Online
thematrixonline.station.sony.com/support\_contacts.vm
PlanetSide Aftershock
http://p.wortside.station.sony.com/support/
Star Wars Galaxies, Starter Kit
www.starwarsgalax.es.com/support/

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- 1. Accounts are available only to adults or in their discretion, their minor ched. If you are a minor of purchase their individual of their minor ched. If you are a minor of purchase they will take the responding that it belief in some factor of the Advictor of their of th
- 2. To pray the Game is provided princhase at receive through an SQL authorized princh to a little surface and extremine the decision of against the cone of QCM atthe costs of against a surface and extremely advantage and the cost of a surface and extramine the software required for the Game (the Software) by have a furly proid Account, and

- (c) have an internet connection (which we do not provide) to access your Account. In addition to any fees described herein, you are respons ble for paying all applicable taxes including those we are not required to collect, and for all hardware software service and other costs you incur to access your Account. Neither this Agreement not your Account entitles you to any subsequent releases of the Software, nor to any expansion packs or similar ancillary products, without paying applicable charges. You understand that we may update or otherwise enhance the Software at any time and in doing so incur no obligation to furnish such updates to you pursuant to this Agreement.
- 3 We may amend this Agreement at any time in our sole discretion. Amendments shall be communicated to you at the time you log into your Account. Such amendments shall be effective whenever we make the notification available for your review.
- 4. Upon registration, you must select a password. You may not disclose your password to any third party. We never ask you for your password by telephone or email, and you should not disclose it this way if someone asks you to ido so. A thing we may offer a feature that allows you to "save" or "remember" your password or your hard drive please note that by using this feature third parties may be able to access your computer and thus your Account.
- 5. We describe our fees and billing procedures at a hotlink located at www.exerguest.ive.com, which are incorporated by reference. All fees are stated in U.S. Dollars unless otherwise specified. All fees are prepaid and non-refundable upon your acceptance of these terms, we have the right to but smalleally charge your credit card the Account fee plus any applicable taxes we are required to collect, and you authorize us to do so Thereafter each time your A count comes up for renewal, we have their ght to charge your credit card the then current renewal rate plus any applicable taxes we are required to collection to you authorize is to do so it we are inable to process your liest cord at a receive per od you. All cot may be immediately terminated if we make a Same Card avisians and you use a same card to pay for your Acount the same card statised vate your Account for the period stated on the Game Card and thereafter you will either need to provide a valid meditical distribution case your crediticard will subsequently be charged as referenced above in purchase mother Game Card for subsequent subscription periods, or your Account will be closed into may terminate your Account at any time through the Account registration process. If you terminate your Account during your initial free period, if any your account will be closed at the end of the free period and you will not be billed. If you terminate your Account during any subscription tyche, your Account will be closed at the end of the then current cycle and you will not be tirled again unless you affirm at vely reupen the Account. We do not give full or partial refunds for subscription periods that you have purchased
- 6. We may terminate this Agreement functuding your Software iscense and your Accounts and in resistant of the property regists of a few are unable to verify or a thin thing any time and the property rights or all we are unable to verify or a thin thin at late any information you private follow or upon gameptay, that or stry prayer activity what shows in home to be nour solin as set for the Game player rules of a nadoct which are posted at a 1-1 mental www.exercy.cst heccom if we form nate this Agreement or suspendy and Armouth or the transfer of the suppression and or the duration of the suppression and or the transfer of the suppression and or the transfer of the suppression and or the suppression and or the transfer of the suppression and or the suppression and suppression and the suppression a
- 7. Subject to the terms of this Agreement, we hereby grant to you allone exclusive non-transferable replicable cense to use the Software surely in connection with playing the Gome was an authorized and furly paid A count. You may not approximate the make one necessary back up injury, that but well auchor and reason from only or create derivative works adapt transfere perform disk ay subjected in transfer all or any portion of the Software and from a furly and account of the Software and for injury and it the written all strains a surpain, of the Software you may not reverse engineer displayment of the care of the software except to the extent that this restrict in its experity print field by applicable law the Software may contain license manualement software that restricts your use of the Software.

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provide you with a prorated refund of any prepaid amounts.

7. Subject to the terms of this Agreement, we hereby grant to you a non-exclusive, non-transferable, revocable license to use the Software solely in connection with playing the Game via an authorized and fully-paid Account. You may not copy (except to make one necessary back-up copy), distribute, sell, auction, rent, lease, loan, modify or create derivative works, adapt, translate, perform, display, sublicense or transfer all or any portion of the Software. You may not copy any of the written, digital or electronic materials accompanying the Software unless we expressly permit you to do so in writing, and then only to the extent permitted. You may not reverse engineer, disassemble or decompile the Software except to the extent that this restriction is expressly prohibited by applicable law. The Software may contain license management software that restricts your use of the Software.

- 8. We and our licensors and suppliers shall retain all rights, title and interest, including, without limitation, ownership of all intellectual property rights relating to or residing in the Disc, the Software and the Game, all copies thereof, and all game character data in connection therewith. You acknowledge and agree that you have not and will not acquire or obtain any intellectual property or other rights, including any right of exploitation, of any kind in or to the Disc, the Software or the Game, including, without limitation, in any artwork, music, character(s), Item(s), monetary unit(s) or other material or property, and/or any compliation or copyrightable arrangement of any of the above (collectively, "Rights"), and that all such property, material, items and Rights are exclusively owned by us except solely as SOE may permit you to exploit Virtual Goods in connection with Station Exchange.
- 9. You may not use any software to modify the Software to change Game play. You may not create, facilitate, host, link to or provide any other means through which the Game may be played by others, such as through server emulators. You may not decrypt or modify any data transmitted between client and server and you may not use, post, host or distribute macros, "bots" or other programs which would allow unattended game play or which otherwise impact game play. You may not take any action which imposes an unreasonable or disproportionately large load on our infrastructure. Except in connection with Station Exchange (to the extent we may that service available to you) and subject to all of the provisions of the Station Exchange Service Agreement, you may not buy, sell or auction (or host or facilitate the ability to allow others to buy, sell or auction) any Game account, characters, items, monetary units or copyrighted material or any other intellectual property owned or controlled by us or our licensors without first obtaining our express written permission.
- 10. To obtain an Account, you will be required to choose both a login name and a player name. While you are encouraged to use a pseudonym, especially if you are a minor, you may not pick a name that violates anyone's trademarks, publicity rights or other proprietary rights.
- It. As part of your Account, you can upload content to our servers in various forms, such as in the selections you make for the Game, in-game posts and chat, and in chat rooms and similar user-to-user areas (collectively, your "Content"). Your Content shall not (a) infringe any third party intellectual property, other proprietary or publicity/privacy rights; (b) violate any law or regulation; (c) be defamatory, profane, obscene, child pornographic or harmful to minors; or (d) contain any viruses, trojan horses, worms, time bombs, cancelbots or other computer programming routines that are intended to damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or personal information. We may take any action with respect to your Content if we believe it may create flability for us or may cause us to lose (in whole or in part) the services of our ISPs or other suppliers. You hereby grant fo us a worldwide, perpetual, irrevocable, royalty-free, sublicenseable (through multiple tiers) right to exercise all rights of any kind or nature associated with your Content, including, without limitation, all intellectual property rights, and all ancillary and subsidiary rights thereto, in any languages and in any media now known or not currently known.
- 12. We cannot ensure that your private communications and other personally identifiable information will not be disclosed to third parties. For example, we may be forced to disclose information to the government or third parties under certain circumstances, or third parties may unlawfully intercept or access transmissions or private communications. Additionally, we can (and you authorize us to) disclose any information about you to private entities, law enforcement or other government officials as we, in our sole discretion, believe necessary or

appropriate to investigate or resolve possible problems or inquiries. Furthermore, if you request any technical support, you consent to our remote accessing and review of the computer you load the Software onto for purposes of support and debugging. You agree that we may communicate with you via telephone, email and any similar technology for any purpose relating to the Game, the Software and any services or software which may in the future be provided by us or on our behalf. You may choose to visit www.thematrixonline.com, www.station sony com, or other SOE web sites if such web sites offer services such as a Matrix Online themed chat room or other services of interest to you. You are subject to the terms and conditions, privacy customs and policies of SOE while on such web sites and in connection with use of your Account and the Game, which terms and conditions, policies and customs are incorporated herein by this reference. Since we do not control other web sites and/or privacy policies of third parties, different rules may apply to their use or disclosure of the personal information you disclose to others. Solely for the purpose of patching and updating the Game and/or Software and ensuring the integrity of the Game, you hereby grant us permission to (i) upload Game-related file information and data from the Game directory and (ii) download Game files to you. You acknowledge that any and all character data is stored and is resident on our servers, and any and all communications that you make within the Game (including, but not limited to, messages solely directed at another player or group of players) traverse through our servers, may or may not be monitored by us or our agents, you have no expectation of privacy in any such communications and expressly consent to such monitoring of communications you send and receive. You acknowledge and agree that we may transfer Game and your Account information (including your personally identifiable information and personal data) to the United States or other countries or may share such information with our licensees and agents in connection with the Game.

13. WE PROVIDE THE DISC, THE SOFTWARE, THE ACCOUNT, THE GAME AND ALL OTHER SERVICES "AS IS." WE AND OUR SUPPLIERS EXPRESSLY DISCLAIM ALL WARRANTES OR CONDITIONS OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF TITLE, NONINFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Without limiting the foregoing, we do not ensure continuous, error-free, secure or virus-free operation of the Disc, the Software, the Game, your Account or continued operation or availability of any given server. Some states do not allow limitations as to how long an implied warranty lasts and/or exclusions or limitations of consequential damages, so the above limitations and/or exclusions of liability may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights which vary from state to state.

We are not liable for any delay or failure to perform resulting from any causes beyond our reasonable control. Further, we cannot and do not promise or ensure that you will be able to access your Account whenever you want, and there may be extended periods of time when you cannot access your Account. You assume the entire risk as to the results and performance of the Software and the Game in connection with your hardware and software, and you assume the entire cost of all servicing, repair and/or correction of your hardware and software.

14. IN NO EVENT SHALL WE, OUR PARENT, OUR LICENSORS, OUR AFFILIATES OR OUR SUPPLIERS, AND EACH OF OUR AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOY-EES AND AGENTS, BE LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY LOST PROFITS. OR SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES (HOWEVER ARISING, INCLUDING NEGLIGENCE) ARISING OUT OF OR IN CONNECTION WITH THE POSSESSION. USE, OR MALFUNCTION OF THE SOFTWARE, YOUR ACCOUNT, THE GAME, OR THIS AGREE-MENT, INCLUDING, WITHOUT LIMIATION, DAMAGE TO PROPERTY AND TO THE EXTENT PERMITTED BY APPLICABLE LAW-DAMAGES FOR PERSONAL INJURY, EVEN IF WE, OUR LICENSORS AND EACH OF OUR RESPECTIVE AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS. THE LIABILITY OF SOE, OUR LICENSORS OR ANY OF OUR OR THEIR RESPEC-TIVE PARENT OR AFFILIATED COMPANIES TO YOU OR ANY THIRD PARTIES IS LIMITED TO \$100. YOU AGREE TO WAIVE ANY RIGHT TO EQUITABLE RELIEF INCLUDING, WITHOUT LIMITATION, INJUNCTIVE RELIEF AGAINST SOE, ITS LICENSORS, THEIR PARENTS OR AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS TO ENFORCE THE TERMS HEREOF; HOWEVER, THE FOREGOING SHALL NOT PRECLUDE SOE AND/OR ITS LICENSORS FROM SEEKING ANY INJUNCTIVE RELIEF. Some states do not allow the foregoing limitations of liability, so they may not apply to you.

15. You shall comply with all applicable laws regarding your use of the Software, the Disc, your access to your Account and your playing of the Game. Without limiting the foregoing, you may not download, use or otherwise export or re-export the Software except in full compliance with all applicable laws and regulations, including, without limitation, the laws of the United States.

16. This Agreement is governed in all respects by the substantive laws of the State of Delaware and of the United States of America. Notwithstanding the foregoing, Section 17(b) below shall be governed by the Federal Arbitration Act. The UN Convention on Contracts for the International Sale of Goods is expressly disclaimed. Our failure to act with respect to a breach by you or others does not waive our right to act with respect to subsequent or similar breaches. You may not assign or transfer this Agreement or your rights hereunder, and any attempt to the contrary is void. This Agreement sets forth the entire understanding and agreement between us and you with respect to the subject matter hereof. Except as provided in section 3 herein, this Agreement may not be amended except in a writing signed by both parties.

#### 17.Resolution of Disputes

In order to expedite and control the cost of disputes, you and SQE agree that any legal or equitable claim relating to this Agreement (referred to as "Claim") will be resolved as follows:

#### a.Informal Resolution.

You and SOE agree that we will first try to resolve any Claim informally. Accordingly, neither of us may start a formal proceeding (except for Claims involving any violation of the federal trademark or copyright laws, or for injunctive relief) for at least 30 days after one of us notifies the other of a Claim in writing. SOE will send its notice to your billing address, with a copy via email to your email address. You will send your notice to Sony Online Entertainment, 8928 Ferman Court. San Diego, CA 92121 Attn: Legal Department.

#### b. Formal Resolution - US Residents

(1) Agreement to Arbitrate.

Except as provided in Section 17(b)(3) below, if we cannot resolve a Claim informally, we agree that any and all Claims either of us asserts shall be resolved solely through binding arbitration. The arbitration will be conducted under the rules of the Judicial Arbitration and Mediation Service ("JAMS") that are in effect at the time the arbitration is initiated, including the rules for the exchange of non-privileged and relevant information, and under the rules set forth in this Agreement. If there is a conflict between JAMS rules and the rules set forth in this Agreement, the rules set forth in this Agreement will govern. If you initiate the arbitration, you agree to pay a fee of \$125 or, if Jess and you tell SOE in wrifing, the amount that you would pay to initiate a lawsuit against SOE in the appropriate court of law in your state. Other fees will be paid in accordance with JAMS rules. The arbitration will be held at a location in your hometown area (meaning, the closest JAMS dispute resolution center to your hometown) unless you and SOE both agree to another location. In the arbitration proceeding, the arbitrator must follow applicable law, and any award may be challenged if the arbitrator fails to do so. Forms and other information on filing such a Claim can be found at www,jamsadc.com.

BY AGREEING TO ARBITRATE AS SET FORTH HEREIN, YOU UNDERSTAND THAT WE ARE BOTH WAIVING OUR RIGHT TO SUE IN COURT AND HAVE A JURY TRIAL.

#### (2) Special Rules.

You and SOE agree that the type of arbitration in which we both agree to participate is between SOE and you as an individual. YOU AND SOE ARE AGREEING THAT NEITHER OF US WILL UTILIZE OR ATTEMPT TO UTILIZE CLASS ACTION ARBITRATION.

ANY ARBITRATION.

#### (3) Exceptions.

Notwithstanding the foregoing, (I) any Claim Involving a violation of the federal trademark or copyright laws, or a Claim for injunctive relief, may be decided only by a federal control to, for injunctive relief, federal or state court) in the County of San Diego, State of california, and

(ii) neither you nor SOE shall be precluded from filing a Claim in small claims court for disputes within the small claims court jurisdictional level.

#### c. Formal Resolution - International Residents

Both parties submit to personal jurisdiction in California and further agree that any Claim shall be exclusively brought in the County of San Diego, State of California, United States of America, in the appropriate state or federal court.

#### d. Severability

You and SOE agree that if Section 17(b)(1) is found to be unenforceable by a court of competent jurisdiction, it shall be severed from this Agreement and - in that event -- you and SOE agree to submit to personal jurisdiction in California and agree that any Claim shall be exclusively brought in the appropriate state or federal court in the County of San Diego, State of California. You and SOE also agree that if Section 17(b)(2) is found to be unenforceable by a court of competent jurisdiction, then - regardless of the enforceability of Section 17(b)(1) -- any class action Claim shall be exclusively brought in the appropriate state or federal court in the County of San Diego, State of California and you agree to submit to personal jurisdiction in California.

18. All services hereunder are offered by Sony Online Entertainment Inc., located at 8928 Terman Court, San Diego, California 92121. Our phone number is (858) 537-0898. Current rates for using the Game may be obtained from a hotlink at www.thematrixonline.com, and such rates are subject to change at any time. If you are a California resident, you may have this same information emailed to you by sending a letter to the foregoing address with your email address and a request for this information.

The Complaint Assistance Unit of the Division of Consumer Services of the Department of Consumer Affairs may be contacted in writing at 400 R Street, Sacramento, CA 95814, or by telephone at (800) 952-5210.

Parental control protections (such as computer hardware, software, or filtering services) are commercially available that may assist you in limiting access to material that is harmful to minors, if you are interested in learning about these protections, information is available at <a href="http://www.worldvillage.com/wv/school/html/control.htm">http://www.worldvillage.com/wv/school/html/control.htm</a> or other similar sites providing information on such protections.

The Software is a "commercial item" If acquired under agreement with the U.S. Government or any contractor therewith in accordance with 48 CFR 12,212 of the FAR and, if acquired for Department of Defense (DoD) units, 48 CFR 2277202 of the DoD FAR Supplement, or any succeeding similar regulations.

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